

School-Based Health Center Program – RFA #4817

Reference Document: SAMPLE Performance Work Plan – Operations Phase

Statement of Work (SOW) - Performance Work Plan Table - Services or Services with Goods
Fiscal Years 2017 - 2021

Goal #2: For the SBHC Operations Phase, improve health outcomes among school-based health center users in Colorado.

Objective #1: No later than the expiration date of this Contract, increase access to primary care among children and youth served as provided by school-based health centers in Colorado.

Primary Activity #1	Well-Care / Well-Child Visits: The Contractor shall collect data to establish a baseline for well-care/well-child visits.
Sub-Activity #1	1. The Contractor shall provide a well-care/well-child visit to a minimum of seventy-five percent (75 %) of all school-based health center users, ages 3 to < 21 years, who have not received one within the measurement year.
Primary Activity #2	Body Mass Index Assessment: The Contractor shall collect data to establish a baseline for BMI percentile, and nutrition and physical activity counseling.
Sub-Activity #2	1. The Contractor shall collect and document BMI percentiles, and provide nutrition and physical activity counseling for a minimum of ninety percent (90%) of school-based health center users, ages 3 to < 21 years, during the measurement year.
Primary Activity #3	Immunizations: The Contractor shall collect data to establish a baseline for age-appropriate immunizations.
Sub-Activities #3	1. The Contractor shall record immunizations in the Colorado Immunization Information System.
	2. The Contractor shall verify that eighty-five percent (85%) of all school-based health center users received the Tetanus and Diphtheria Toxoids with Acellular Pertussis or Tetanus and Diphtheria vaccine by the users' 13 th birthday within the measurement year.
	3. The Contractor shall verify that eighty-five percent (85%) of all school-based health center users received the Meningococcal vaccine by the users' 13 th birthday during the measurement year.
	4. The Contractor shall verify that eighty-five percent (85%) of all school-based health center users received the complete Human Papillomavirus series by the users' 15 th birthday during the measurement year.
Primary Activity #4	Chlamydia Screening: The Contractor shall collect data to establish a baseline for Chlamydia screenings among sexually active youth.
Sub-Activity #4	1. The Contractor shall screen eighty-five percent (85%) of all sexually active school-based health center users, males and females < 21 years of age, for Chlamydia during the measurement year.
Objective #2: No later than the expiration date of this Contract, increase access to behavioral health services among children and youth as provided by school-based health centers in Colorado.	
Primary Activity #1	Depression Screenings: The Contractor shall collect data to establish a baseline for depression screenings.
Sub-Activity #1	1. The Contractor shall screen for clinical depression using a standardized tool and, if positive, document follow-up plan(s) for a minimum of eighty-five percent (85%) of school-based health center users, ages 11 to < 21 years, during the measurement year.
Primary Activity #2	Annual Risk Assessment: The Contractor shall collect data to establish a baseline for risk assessments.
Sub-Activity #2	1. The Contractor shall conduct age-appropriate risk assessments on a minimum of seventy-five percent (75%) of school-based health center users, ages 11 to < 21 years, during the measurement year.
Objective #3: No later than the expiration date of this contract, increase access to oral health screenings among children and youth as provided by school-based health centers in Colorado.	



Primary Activity #1	Oral Health Screening: The Contractor shall collect data to establish a baseline for oral health screenings.
Sub-Activity #1	1. The Contractor shall provide (by either a school-based health center primary care provider or dental provider) oral health screenings on a minimum of seventy-five percent (75%) of school-based health center users, ages 3 to < 21 years, at least once during the measurement year.
Standards and Requirements	<ol style="list-style-type: none"> 1. The content of electronic documents located on the Colorado Department of Public Health and Environment's School-Based Health Center Program and non-CDPHE websites and information contained on CDPHE and non-CDPHE websites may be updated periodically during the contract term. The Contractor shall be familiar with all SBHC Program documents; monitor documents and website content for updates; and comply with all updates. 2. Any aspect of the SBHC Program is subject at any time to changes, revisions, inclusions, exclusions, etc., as needed and/or pursuant to directives or changes required by rule, regulation, statute or guidance, and Contractors are required to comply with any such changes, revisions, inclusions, exclusions, etc. 3. The Contractor shall meet all elements of the <i>Revised Quality Standards for Colorado School-Based Health Centers</i> found at this website: https://www.colorado.gov/cdphe/sbhc-quality-standards, incorporated and made part of this contract by reference. 4. The Contractor shall comply with the requirements stated in Early Periodic Screening, Diagnosis and Treatment/Bright Futures Guidelines. This document is incorporated and made part of this contract by reference and is available on the following website: https://brightfutures.aap.org/materials-and-tools/guidelines-and-pocket-guide/Pages/default.aspx 5. The Contractor shall ensure inclusion of the following statement in the signed SBHC patient consent form: <i>I understand that the Colorado Department of Public Health and Environment (CDPHE) provides funding for the health services I receive at this school-based health center, and is legally able to receive information regarding services provided to patients. CDPHE receives combined data for all patients and this data does not specifically identify any individual patient.</i> 6. The Contractor shall continually examine current, local community data to address health needs, access to quality care, and health disparities among low-income children and youth (birth to < 21 years of age). 7. The Contractor shall prioritize services for low-income children and youth (birth to < 21 years of age) with documented needs, such as lack of access to primary care, uninsured or underinsured, and/or evidence of poor health status. 8. The Contractor shall maintain at least one staff position responsible for administration of the school-based health center(s). 9. The Contractor shall provide, at a minimum, on-site primary care, on-site behavioral health, and oral health services at each SBHC site. 10. The Contractor shall offer easily accessible, high-quality health services in the school building or on school property in a space adequate for confidential service provision to facilitate steady utilization of each SBHC site. 11. The Contractor shall ensure that each of its SBHCs offers to act as the primary care provider, if a SBHC user does not already have one. 12. The Contractor shall ensure 24 hour/7 day/week care, and link with community resources for services not provided onsite. 13. The Contractor shall have current, written agreements in place with all contractual partner agencies (subcontractors), including the required exchange of data elements related to service provision to school-based health center users. 14. The Contractor shall utilize outreach activities to enroll students and encourage use of the school-based health center(s) throughout the school year to ensure a strong and steady user base. 15. The Contractor shall enroll SBHC users or assist with enrollment in public and private insurance coverage (e.g. Medicaid, Connect for Health Colorado), including offering printed resource and referral materials and online enrollment options. 16. The Contractor shall ensure printed resource and referral materials for public and private



Standards and Requirements	insurance (e.g. Medicaid, Connect for Health Colorado) and shall be available for clients with Limited English Proficiency. Information on enrollment resources, referral locations, LEP and outreach and promotional materials is available at https://www.colorado.gov/cdphe/sbhc-grantee-requirements , which is incorporated and made a part of this Contract by reference.
	17. The Contractor shall generate revenue from third-party payer sources and secure financial support beyond SBHC Program funding, particularly as SBHC Program funding decreases in subsequent years of funding in a multi-year contract to make funding available for new SBHC sites.
	18. If Contractor imposes any charges for services to patient, such charges must be on a sliding scale which takes into account the patient's family size, income and resources. These charges, and the sliding fee scale, must be made available to the general public and to all patients and must be based on the agency's usual and customary cost for the service.
	19. The Contractor shall pursue enrollment of the primary care provider working at each school-based health center in the Colorado Department of Health Care Policy and Financing's Accountable Care Collaborative organization as a primary care medical provider.
	20. The Contractor shall integrate health promotion efforts with the school community(ies) served by the school-based health centers(s).
	21. The Contractor shall demonstrate active and meaningful youth engagement.
	22. The Contractor shall maintain a Community Advisory Council with clearly-defined roles to help define services, support sustainability efforts, monitor quality improvement, and promote the school-based health center to the broader community.
	23. The Contractor shall fully participate in the SBHC Program evaluation and cooperate with CDPHE's selected evaluation vendor including, but not limited to: review of the evaluation framework including performance measures; exchange of all required data elements including the electronic student health questionnaire if utilized, satisfaction surveys, community needs assessment data, youth and community engagement activities, site-specific operations plan, and QI plans; troubleshoot and resolve data issues in a complete and timely manner; review and confirm Monthly Levels of Operation, QI and other reports in accordance with required content and set due dates; participate in required evaluation training and TA; and provide updates of any data-related or IT staff within ten (10) days of staffing change.
	24. The Contractor shall collect racial and ethnic data in a manner consistent with U.S. Department of Education guidelines. These guidelines are posted by the Colorado Department of Education at: http://www.cde.state.co.us/cdereval/rvRace-Ethnicity.htm
	25. The Contractor shall attend a post-award orientation provided by CDPHE as well as other required meetings, webinars and telephone calls for the purpose of information-sharing, training, TA and contract monitoring. The Contractor shall assure that new administrative and fiscal staff received the mandatory SBHC Program orientation within thirty (30) days of date of hire.
	26. The Contractor shall participate in professional development opportunities to ensure continued learning and growth in relevant topics related to school-based health centers.
	27. The Contractor shall read the bi-monthly SBHC Program electronic newsletter and regularly review the SBHC Program website, which serve as the primary methods of communication between CDPHE and Contractors.
	28. The Contractor shall protect the confidentiality of all applicant or recipient records and other materials that are maintained in accordance with this Contract. Except for purposes directly connected with the administration of this Contract, no information about or obtained from any applicant or recipient shall be disclosed in a form identifiable with the applicant or recipient without the prior written consent of the applicant or recipient, or the parent or legal guardian of a minor applicant or recipient with the exception of information protected by Colorado Statute as it applies to confidentiality for adolescent services in which case the adolescent minor and not the parent or legal guardian must provide consent or as otherwise properly ordered by a court of competent jurisdiction. The Contractor shall have written policies governing access, duplication, and dissemination of all such information. The Contractor shall advise its employees, agents, servants, and any subcontractors that they are subject to these confidentiality requirements.
	29. The Contractor shall provide fiscal oversight and shall be solely responsible for compliance with all provisions and deliverables under this Contract. The Contractor shall submit to the State a copy



	of the signed and dated Attestation of Memorandum of Understanding with any subcontract or any fiscal agent agreement pertaining to this Contract.	
	30. The Contractor shall participate in fiscal and administrative/clinical site visits and/or desk reviews.	
	31. The Contractor shall submit, within ten (10) business days, a written explanation of any changes that might affect the viability, effectiveness, productivity or sustainability of the school-based health center site(s) via email to cdphe_sbhcprogram@state.co.us . These changes include, but are not limited to: <ul style="list-style-type: none"> a. Personnel; b. Schools served; c. Physical facilities in which services are provided to students; d. Service hours, levels and types; e. Site-specific Operations Plan and/ or Performance Work Plan that deviates from the approved contract; f. Sources of funding and supporting. g. Local interagency or political circumstances. 	
Expected Results of Activity(s)	Improved health outcomes for children and youth.	
Measurement of Expected Results	Analysis of data from quality improvement plans, progress reports, final reports and service data reports.	
Deliverables		Completion Date
	1. The Contractor shall annually or as often as needed submit a budget with justification in accordance with set content and due dates.	Annually, no later than the first business day in March
	2. The Contractor shall annually or as often as needed submit current site-specific operations plans, QI plans, sustainability plans, revenue forecasts and revenue reports, and other information as required and in accordance with set content and due dates.	Annually, no later than the last business day in April
	3. The Contractor shall send, via email to cdphe_sbhcprogram@state.co.us a progress report in a format provided by CDPHE.	Quarterly, no later than the last business day in October, January, April, July of each year
	4. The Contractor shall submit, via email to cdphe_sbhcprogram@state.co.us , a PDF copy of every new or revised <i>signed</i> Attestation of Memorandum of Understanding documenting services between a school-based health center site(s) and every Contractual Agency (subcontractor).	Within 15 calendar days of a new or revised agreement between the two parties.
	5. The Contractor shall submit a School-Based Health Center Site Visit Self-Assessment Report(s) prior to the site visit.	As designated by CDPHE

**** End of Sample Performance Work Plan - OPERATIONS PHASE ****